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<b>Sample Reimbursement Officer Job Description</b>	May 27, 2003	

**Position:** Reimbursement Officer  
**Division:** Administration  
**Supervisor:** Director, Finance and Administration

### **Summary**

Plans, implements and oversees the agency's fee collection and reimbursement system with emphasis on maximizing fee revenue.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES OF POSITION**

1. Oversees the automated billing of consumers, and certain Third Party payers including Blue Cross Blue Shield, Medicaid and Medicare and community assistance resources and other local governmental agencies.
2. Negotiates provider contracts with insurers.
3. Processes managed care provider applications ensuring managed care standards and requirements are met, and develops procedures and provides training.
4. Trains subordinates and other clerical staff in reimbursement policies and procedures.
5. Manages delinquent accounts and collection activities.
6. Investigates and resolves consumer concerns and questions.
7. Oversees service entry, intake entry and financial entry for assigned programs.
8. Oversees agency policy and consumers ability to pay.
9. Reviews and updates fee collection and reimbursement procedures in response to law, governmental guidelines, third party insurer requirements and agency policy.
10. Identifies and coordinates utilization of available client, third party insurer and community assistance financial resources for the payment/reimbursement of agency services.
11. Coordinates and carries out resolution/disposition of delinquent accounts, including court action and state tax debt set-off.
12. Monitors the use of reimbursement-qualified clinical practices by treatment staff.
13. Develops fee revenue projections.
14. Monitors Purchase of Services contracts with outside vendors in accordance with state regulations.
15. Designs computer based fee accounting files and reports.
16. Determines and recommends appropriate fees for agency services.
17. Does related work as required.

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## **KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of standard bookkeeping and accounting principles and practices. Thorough knowledge of the programs, policies and procedures of the third party insurers serving the region, including managed care plans. Thorough knowledge of the laws and governmental guidelines applicable to reimbursement and delinquent account collections procedures. Ability to plan and supervise the work of technical subordinates. Ability to interpret and analyze technical information and prepare clear and concise summaries. Ability to analyze financial data, apply statistical techniques and prepare financial reports and recommendations. Ability to establish effective working relationships with a diverse group of others.

## **FORMAL TRAINING AND WORK EXPERIENCE EXEMPLIFYING KSAs**

Bachelor's Degree in Business Administration and some experience in fee payment collection and accounting involving third party insurance carriers, or combination of education and experience to produce the required knowledge, skills, and abilities.

## **PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Incumbent performs work in an office environment. Physical capability to effectively use and operate various items of office related equipment such as, but not limited to, a personal computer, calculator, copier, and fax machine. Some walking, moving, carrying, climbing, bending, kneeling, crawling, reaching, and handling, sitting, standing, pushing, and pulling. Ability to lift boxes of up to 10 lbs.